

ABSTRACT

a system, method, apparatus, and computer program code for identifying
billing discrepancies includes receiving billing data from a billing entity, the billing
data including an assessed fee and call details associated with each of a plurality of
10 calls made by a customer, identifying, based at least in part on the call details received
from the billing data, rate information associated with the customer, generating an
expected fee for each of the plurality of calls, and comparing, for each of the plurality
of calls, the expected fee with the assessed fee to identify discrepancies.